

### DoD / 911 Joint Activities

The National 911 Program ([www.911.gov](http://www.911.gov)), housed within NHTSA's Office of EMS, is tasked with:

- Facilitating the coordination of 911 activities among agencies and organizations at all levels of government and the private sector
- Collecting and creating resources to support state/local operation of the nation's 911 system
- Administering a grant program, specifically for the benefit of 911 systems.

The National 911 Program is currently collaborating with DoD on several activities:

#### Upgrade of DoD 911 System

**Issue statement:** Civilian 911 call centers are upgrading their infrastructure to a digital, Internet-based network, referred to as Next Generation (NG) 911. In contrast, the infrastructure used by DoD 911 call centers is circa 1990. A robust and secure public safety communications capability is required to support DoD emergency management and force protection programs, military support to civilian jurisdictions, and response to critical events as well as standing mutual aid requests.

**Project:** The DoD Public Safety Communications Working Group is the designated DoD advisory and action group on all matters pertaining to communications systems relevant to public safety, emergency management, and first responders. Its mission is to provide the ability to communicate at all times and under all circumstances to support efforts to reduce loss of life and critical infrastructure, to protect the environment through collaboration, and to improve capabilities to respond to all hazards. The goals of the Working Group, which includes representatives of all branches of the military, are: sufficiently funded, standards-based, end-to-end, IP-based 911 capabilities within DoD, retirement of legacy 911 systems, and interconnection of civilian and military 911 systems, without any degradation in service.

#### Emergency Mass Warning and Notification

**Issue statement:** in the current national environment, DoD personnel have become targets, as evidenced by the Chattanooga shootings of July 2015. While DoD has made large investments in warning systems, DoD lacks accurate, timely information with which to make the decision to activate these warning systems.

**Project:** During 2017, a three-month pilot was conducted, during which specific information for six types of incidents was relayed to US NORTHCOM by twenty 911 call centers to measure potential improvements in timely relay of actionable information. During that time:

- Five incidents occurred that would have triggered the warning system
- DoD notification was reduced from 90 minutes to 6 minutes after the first 911 call was received.

DoD is now planning to expand this pilot, and then deploy CONUS-wide; and expand to other theatres.

#### Pilot to Interconnect Military and Civilian 911 Call Centers

**Issue statement:** As noted above, civilian 911 call centers are upgrading their infrastructure to an NG911 network. In contrast, the infrastructure used by DoD 911 call centers is circa 1990. The majority of military bases have MOUs with local jurisdictions for a variety of response capabilities (e.g., Law Enforcement, Fire, EMS). Unless DoD interconnects with civilian 911 systems, they will not be able to communicate with surrounding jurisdictions, and may lose 911 capabilities on base.

**Project:** The Washington State 911 Office has volunteered to conduct a pilot to interconnect its military 911 call centers with its 911 network. The National 911 Program is providing logistical support to develop a template document, that will allow this process to be replicated in other states.

The DoD POC for these activities is Mr. Joe Wassel, SES DISA HQ, Cyberspace Operations Directorate